

Comparative Study of Information and Communication Technology (ICT) Application in Government Service between Singapore and Indonesia

by Anton Minardi

Submission date: 23-Jul-2020 08:23AM (UTC+0530)

Submission ID: 1361037647

File name: ion_in_Government_Service_between_Singapore_and_Indonesia-4.docx (61.26K)

Word count: 9156

Character count: 55423

11
**Comparative Study of Information and Communication Technology (ICT) Application
 in Government Service between Singapore and Indonesia**

Anton Minardi

International Relations Department
 Pasundan University
 Bandung, West Java 40261, Indonesia
abdurrahmananton1975@gmail.com

Abstract

This article is intended to describe the implementation of e-government in recent era in managing public services and early problem preventions as part of political affairs. Recently, there has been two most advanced countries in e-government service namely South Korea as the first rank and Singapore as the tenth world rank. For the contribution to my own country I would like to write this article based on Indonesia's figure of e-government compare to Singapore as the neighbour and the tenth world e-government rank based on rights to information access. Thus the discussion will include human rights and the rights concept to information access, e-government conception, e-government in Singapore and Indonesia, personal privileges security, the impacts of e-government, cybercrime and law enforcement.

Keywords: Comparative Study, ICT, ICT Application, Government Service, rights to access information, personal privileges security, impact of e-government, cyber crime, law enforcement, Singapore and Indonesia.

INTRODUCTION

The newest public service tend to develop from a new public management to digital era government. If in new public management was driven by inputs, goals and costumers satisfactory, e-government can provide public service simpler, fast and connected with other public management. In other word e-government offer easy access for citizens and allow people involvement in governmental issues.

The e-government era could make the government more transparent and accountable, furthermore could create closer relations between citizens and government. When government implement such a public policy then citizens could directly follow the developing issue and control it. On the other hand, citizens could access the information by using e-government from everywhere, get their needs, apply for a job or tender, or propose their ideas.

This comparative study of e-government portrays how government effort to satisfy their citizens with nearest and fast path to interact and communicate include among government biros, corporates and individuals with the case of Singapore and Indonesia. The reasons for choosing the comparison between Singapore and Indonesia are, first, both of them are developing countries situated in the same region, Southeast Asia.. Secondly, these two states use democratic system which concerns on public service affairs. Third, both states have large internet literacy, Singaporean more accustomed to internet in their business and Indonesian young generation in particular are large internet users in the world. Forth, Singapore and Indonesia have national information system based on their law. Fifth, both states are undertaking dispute resolution in the case of stagnancy, abusement, destruction and lack of information. The comparative research also purpose to gain the new meaning and technique for future advantages for both states especially for Indonesia.

This article aims to find the types of e-government provides a rights that meets the citizen needs to access information and how they communicate through e-government. The article also analyse the security of personal privilage and how a law enforcement ensure information transparency efectively implemented behalf of citizen and government benefit.

METHODS

As a specific purpose research which intending to ficture how the latest service by government to provide information for citizens need as basic rights through e-government service and for development government service purposes the research want to learn e-government service by comparing e-government services model in Singapore and Indonesia. Comparative research is employed to portray each advantage and for utility of next improvement in both states especially for Indonesia.

RESULT AND DISCUSSION

The research found several important points including following matters. Firstly, access to information is the fundamental human rights for increasing knowledge, carrier and high life quality or at least for upgrading better life. Secondly, e-government service provides government performance as open, transparent and accountable system which would result

citizens satisfactory. Thirdly, e-government opens wider public involvement to governmental affairs. Forthly, in information openness law or the Act was covered both side for citizens and government to secure their interests including personal privileges. Fifthly, to gain effective implementation of e-government service including information openness the system have been supported by upgrading citizens to internet literacy, e-government managers or human resource skills and involvement to governmental affairs. Sixtly, e-government service resulted better citizens communication and interaction with the government. Seventhly, the implementation of e-government satisfied Singaporean and lead to economic improvement in Indonesia.

Information Access as The Fundamental Human Rights

It is an integral part of the fundamental right of freedom of expression, as recognized by Resolution 59 of the UN General Assembly adopted in 1946, as well as by Article 19 of the Universal Declaration of Human Rights (1948), which states that the fundamental rights of freedom of expression encompasses the freedom to “to seek, receive and impart information and ideas through any media and regardless of frontiers”¹.

In 1945 UNESCO has a mandate to support of ideas and image freedom. The UNESCO implement its mission in Medium Term Strategy for 2008-2013 (34 C/4) and especially to increase open access to information and knowledge. Its endorsed the Dakar Declaration on Media and Good Governance (2005), Access to Information and Empowerment of People (2008), a Freedom of Information (FOI) in Information Society World Summit, then FOI has been emphasized in Brisbane Declaration entitle Freedom of Information: The Right to Know (2010), the Maputo Declaration on Freedom of Expression².

UNDP mentioned that access to information is important for nurture transparency, accountability and participation in good governance. It will bolster citizens to involve further in decision making process, such as actively in free and open essential debate to maintain

¹ United Nations (UN), *The Universal Declaration of Human Rights*. <http://www.un.org/en/universal-declaration-human-rights/2016>.

² Alexander, B., *Freedom of Information*. <http://www.unesco.org/new/en/communication-and-information/freedom-of-expression/freedom-of-information/>.

pluralistic regimes. UNDP also promote all countries to open information access for all citizens for deep involvement to the Development process³.

To information access all citizens have to know what kind of documents are held by the government and how to request it. Furthermore they have to know when their request have been came into arbitration procedures. Also important to be brave to request their right to access the information as their needs. Contrary in fact some experiences that although they have information rules there found barrier that even from well educated realm they fear that their information requests will bother the good relations to government officials⁴.

On June 1999, ARTICLE 19 published, *The Public's Right to Know: Principles on Freedom of Information Legislation*, give a suggestion how the practice of FOI in some countries comparatively. Their goal is to endorse campaign for information legislation in progressive and effective way. Eventually The ARTICLE 19 intend to enter the UN Commission on Human Rights in 2000 session to promote the ideas concern on Freedom of Opinion and Expression⁵.

As the basic foundational standard of information legislation should underline the principle of maximum disclosure, establishing a broad presumption in favour of disclosure limitation in wide areas of public institutions. There are three principles reminded as positive obligations on public authorities in this area. The first is to publish certain types of material, even in the absence of a specific disclosure request including information about the institution functions and decision making process in the public institution and the types of information they maintains. The second is to bolster open government practice including

³ United Nations Development Programme (UNDP), *Access to Information and E-Governance*. http://www.undp.org/content/undp/en/home/ourwork/democraticgovernance/focus_areas/focus_access_information.html.

⁴ Hill, Clauspeter, *Access to Information Laws in Asia, Germany and Australia*. Singapore: Konrad-Adenauer-Stiftung, www.hotfusion.com.sg, 2011.

⁵Article 19, *Asia Pacific: Free expression and Law in 2011*. <https://www.article19.org/resources.php/resource/3026/en/asia-pacific:-free-expression-and-law-in-2011>.

public educations and officials trainings. The third is access to information should coverage the important of transparency and accountability whilst maintain whole security interest both citizens and state sovereignty and personal privileges.

An access to information only remain to be refused refer to law and base on exceptions listed by courts and such an information boards in a harmful reasons and to protect greater interests. An information access can run a set of procedures with considering to the principle of easiness, simple way and cheap cost⁶.

We can conclude that information access is the fundamental important for human rights. Every modern people would like to develop their ability, capability and carrier for better life. In reacing this objective, information is the basic modal to ensure what they want to do. Information is needed for every kind of occupation. Such as researchers, business peoples and activists. Today their life steering and maintaining by the ruling system, so government would rather much more dominant to affect the people life especially in their carriers. Thus the people need to connect to the information which drives their life and styles.

There are several practical reasons why people depend on the information specially from government. First, to know what are their rights and obligatories. Second, to know what would be happen with the government policy to their life. Third, to secure their life from bad policy. Forth, to determine their life choice. Fifth, to involve into governmental affairs as determinant factor for their life. Sixth, to control the power, budget and rule implementation. Seventh, to communicate with the government concerning their policy and its implementation. Eighth, to give message, complain and support to government. Ninth, to propose their ideas. Tenth, to involve to the public affairs would determine for better life.

Next discussion will describe how people could reach their information and how government provide enough information for the people (citizens) with easiness, in cheap price, simple way and short time. We will take examples figures in e-government implementation in Singapore as tenth developed e-government country and how it implemented in Indonesia as neighbour and a developing country.

⁶ Mendel, Toby, *Freedom of Information as an Internationally Protected Human Right*. <https://www.article19.org/data/files/pdfs/publications/foi-as-an-international-right.pdf>, 2015.

Rights to Information Access in Singapore and Indonesia

Singapore accepted ⁸ 84 of 112 recommendations made by Member States at its first UN Human Rights Council review, Singapore rejected recommendations regarding: media freedom, the protection and promotion of the right to freedom of expression, the protection and promotion of the right to peaceful assembly and association. ARTICLE 19 protests this proceeding and also protests that Singapore deny to ratify the International Covenant on Civil and Political Rights (ICCPR) and arrest without trial based on the Internal Security Act (ISA)⁷.

Singapore has limited freedom of speech and expression in order to sensitive on racial, political and religious issues. People need for police permits to commence such an outdoor convoy and speech under the Public Order Act 2009 except in the Speakers' Corner people can do it without permit also in indoor assemblies. In the Speakers' Corner they could attend a convoy and speech with register firstly into the National Parks Board online before involve at the Corner. The people could maintain a programme orderly because the government also installed plenty CCTV cameras in the park⁸.

The situation led to self censorship action in journalist realms. The government employed the Amnesty International 2010 laws to ⁸ limit the freedom of expression and assembly and to face critics and opposition activists. Nevertheless human rights defenders nevertheless commenced a public gatherings but the government has to maintain it strictly. Alan Shadrake a British journalist was punished in Singapore 2010 to six weeks' imprisonment and a fine of \$20,000 for his published views on the country's criminal justice system⁹.

Singapore currently has no obligatory to answer any requests of information. When the requesters had a barrier in their information need they can follow in courts mechanism or ombudsmen body to decide provision of information. President Ong has emphasized a relevancy of an information legislation to support freedom of information (FOI) to make the government more accountable and responsive. The information openness will bolster transparency and accountability. Contrast with Singapore, Japan has a Freedom of Information (FOI) bill since May 7, 1999 and took a brave democratic move forward for

⁷ *Loc. Cit.* Article 19.

⁸ Wikipedia, *Human Rights in Singapore*. https://en.wikipedia.org/wiki/Human_rights_in_Singapore., 2016.

⁹ Wikipedia, *E-government*. <https://en.wikipedia.org/wiki/E-government>., 2016.

citizens to check and voice their views to their government. As the results Japan can performed a more responsive government and strengthen of the Japanese system¹⁰.

Since the reformation 1998 Indonesia was supported to implement a set of human rights protection including access to information. Since the reformation civil activists endorsed for information freedom to legislation and it resulted regulation under the Law No 14, 2008 about Act for Public Information Openness. The Act covers both government interests and also citizens interests.

Under the Act everyone has rights to access of all kinds of information, and the other hand government also protected from abuse and misuse of information. Citizens could be persons or organizations can access any kind of information including laws, programmes, budgets, policies and its implementations. The meaning of access to information is wide meaning except some information that would be could be endanger to the state such as intellegence and military information, country resources, information in employing and investigation process both in police and trial, information of the negotiation process in order to internal and foreign affairs, and also personal information as personal privilege such as inheritant testaments, bank accounts, personal education and personal healthy story exluding for public officials. Dealings with the information provision government as on duty officials has a set obligatory to provide the information from central government structure until local governments both in paper documents, bulletin board and website. The obligatory also applies to public organizations which maintain public budgets both from internal and external government and budgets from society minimum in bulletin board.

The Act guarantees citizens to get their need to information and also protect government from any kind of extortion, that was emphasized by some obvious sanctions articles. There are sanctions for government officials who ignored their obligation, and also for citizens with misused or damaged the information. Nevertheless that the regulation was obvious but there are some barriers that practically its invites debate by on duty officials and citizens in different perspectives. The officials often worry to give the information for

¹⁰ Tessensohn, John, *Tell Him the Truth, Even if it Offends Him*.
http://www.humanrightsinitiative.org/programs/ai/rti/international/laws_papers/singapore/john%20tessensohn.pdf, 1999.

mislead using and citizens exploit the Act to get their interests. The figure cannot be separated from political perspective because the head of government involved central and local government have to maintain the issues which is basically base on information whereas could forming public opinions.

In order to access to information both Singapore and Indonesia had implemented e-government system. According to the UNDP, the goal of e-government implementation is to provide information for stake holders in country include citizens, businessmen and government itself. The UNDP mentioned that e-governance involves a public investment in information and communication technologies (ICTs) to strengthen governance processes. Access to and use of ICTs can provide new and innovative communication channels that empower people and give voice to those who previously had none, while allowing them to interact via networks and networking¹¹.

UNDP also promotes e-administration, e-service delivery and e-participation in a people-centred and pro-poor approach. Countries are using ICTs to increase public participation in decision-making processes, improve how their public institutions function, and enhance the delivery of public services. UNDP ensures that these efforts include the poor and marginalized areas.

E-Government

When we research regarding e-government there were large field of domains covering electronic science, computer science, informatics system, government science, public policy study or political science. The research is tend to government and political science whereas concern with interaction and communication among citizens and government.

Over the last three decades the internet has changed the outlook and functions of public administration to change the process of government and external interaction. Initially internet used by corporate for their business, now individual personally used it. For next using internet was employed by government and it requested for new public service then government perform their service through e-government. E-government is not only part of

¹¹ *Op. Cit., UNDP.*

modern era but also carry on the advance of government service to their people. With this path government could get the message base on stake holders feedback and embrace as far as the government could absorb from peoples' aspiration and then answer it with new service performance to fulfil and give citizens satisfaction.

E-government (e-governance) is certainly embrace and ¹¹driven by new models of policy formulation, new forms of citizenship, a new pattern of relationships and power, new options for economic development, and a new search a way to connect people to the political process. The fast adoption of e-government is facilitated by a dynamic technology and telecommunications innovation. In many countries, Information and Communication Technology (ICT) is seen as a catalyst for e-government. "After the e-commerce and e-business," as The Economist (2000) comments, the next Internet The Revolution will e-government. It is expected that e-government will generate transparency, speedy information dissemination and improve services in public administration. In an era of citizen information, e-government is also seen as a vehicle cost-effective and efficient way for the public service¹².

E-Government is strongly influenced by the expectations of the citizens to see public services provided in the same mode that is provided by so many entities in the private sector. Business organizations demanded that the government, one of its stakeholders, interface with them in the same way they interact with other private sector organizations. Also government agencies are under influence from other government agencies to enable electronic data interchanges (EDI) and other facilities that became possible with the e-government so that they realize the productivity gains they promised when they invested in their own projects e-government¹³.

¹² Islam, Muhammad Muinul, & Ahmed, Abu Momtaz Saaduddin, Understanding E-Governance: A Theoretical Approach, *Asian Affairs*, Vol. 29, No. 4: 29-46, October-December, 2007, http://www.cdrb.org/journal/current/4/mainul_2.pdf, 2007.

¹³ Halachmi, Arie, *E-Government Theory and Practice: The Evidence from Tennessee (USA)*. Zhongshan University (China) and National Center for Public Productivity of Rutgers University (U.S.A.), <http://unpan1.un.org/intradoc/groups/public/documents/un/unpan019248.pdf>, 2004.

E-government is not a goal solely, it should be viewed more as a means of organizing the general government to better serve citizens and companies. E-Government concerns the whole scope of the administrative measures and the political process are linked, because ICT is the enabling power that will increase the effectiveness, quality and efficiency of public actions and legitimacy. The vision that emerged a core e-Government in the modernization of public management to increase the value of the public. The creation of public value includes various roles democratic, social, economic, environmental and administration of government. Specific examples of the role of public administration services cover the provision, implementation and evaluation of policies and regulations, guarantee the democratic political process¹⁴.

What is e-government? According to the World Bank definition that “E-Government refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government”¹⁵.

Hague and Harrop defined e-government or “digital era is the use of Information and Communication Technology (ICT) in providing public service. It can ease citizens’ access, facilitate consultations by government, and enhance government surveillance of the population”¹⁶. E-government is an open information application which could include e-government for governments, e-government for citizens, e-government for businesses and e-government for employees.

In the further form of public service and involvement in governmental affairs, there are two kinds of service. Firstly e-government and the other is e-governance. **E-government** has

¹⁴ Pankowska, Malgorzata, *National Frameworks' Survey on Standardization of e-Government Documents and Processes for Interoperability*. Journal of Theoretical and Applied Electronic Commerce Research, ISSN 0718-1876 Electronic Versión Vol. 3 / Issue 3 / December 2008 / 64-82. http://www.scielo.cl/scielo.php?pid=S0718-18762008000200006&script=sci_arttext., 2008.

¹⁵ <http://web.worldbank.org/wbsite/external/topics/extinformationandcommunicationandtechnologies/extegovernment/0,contentmdk:20507153~menupk:702592~pagepk:148956~pipk216618~thesitepk:702586,00.html> 2016.

¹⁶ Hague, R. & Harrop, M., *Comparative Government and Politics An Introduction*, New York: Palgrave Macmillan., 2013, pp. 336.

traditionally been known as being a centered information operations service by government, meanwhile **e-governance** is used to enlarge the citizens activation and participation in governance affairs. As the OECD defined e-governance as the use of ICTs as a tool to achieve better governance¹⁷.

E-government could be considered the implications of information and communication technology (ICT) for improve public services and strengthen public policy support. E-Government is defined as a system utilizing the Internet and the world-wide-web to provide information and public services. This system reduces the processing costs, improve service, and increase the transparency and communication between government and citizens¹⁸.

According to UNPAN data in 2012 top ten of e-government user is South Korea, Netherlands, United Kingdom, Denmark, USA, France, Sweden, Norway, Finland and Singapore¹⁹. Then in 2014 UN's have ranked based on the e-Government Development Index where South Korea as first top followed by Australia and Singapore comes out third²⁰.

E-government can serve in an effective service: a better information delivery of government services to citizens, improve any kinds of government interactions with business and industry, citizen empowerment through provision of access to information, or perform more efficient government management. The resulting benefits can be shape onto less corruption, transparency, greater convenience, revenue growth, and cost reductions²¹.

¹⁷ Wikipedia, *Human Rights in Singapore*. https://en.wikipedia.org/wiki/Human_rights_in_Singapore., 2016.

¹⁸ Sharma, Gajendra et. al., *Public Participation and Ethical Issues on E-governance: A Study Perspective in Nepal*, , School of Public Administration and Law and Dalian University of Technology, China, file:///C:/Users/57/Downloads/ejeg-volume12-issue1-article312.pdf., www.ejeg.com., 2014.

¹⁹ *Op. Cit.*, Hague and Harrop, 2013, pp. 337.

²⁰ Mya, Sayar, *ICT in brief and pragmatic application of E-Governance in Singapore*. <http://globalnewlighttofmyanmar.com/ict-in-brief-and-pragmatic-application-of-e-governance-in-singapore/>., 2015.

²¹(<http://web.worldbank.org/wbsite/external/topics/extinformationandcommunicationandtechnologies/extgovernment/0,contentmdk:20507153~menuupk:702592~pagepk:148956~pipk216618~thesitepk:702586,00.html>, 2016).

Advantage stages of e-government included information provision: detailing a public service on a website, Interaction: Email, downloading forms, Transaction: online applications, Integration: accessing several services through a portal²².

An access to information is a fundamental rights, which constitutes a precondition for the proper exercise of civic rights in the democratic system, it also could increase the benefits of economic for the public administration. The provision of the public information may drive to faster and more efficient administration. There are four (4) principle ways of accessing government information: Services the request of information base on request, Proactive dissemination regularly by government bodies, Leaks for whistleblowers i.e. WikiLeaks, and Open public meeting to release some information in a public spot²³.

E-government gave an alternative service for accessing to government information into government and administration level. E-government provided more efficient service for citizens through one-stop government portals. Moreover that e-government “the current digital environment allows public agencies to not only deliver information to individuals, but also integrate levels of service that allow for direct contact with specific individuals or bureaus in an agency, financial transactions, and even social networking”²⁴.

Singapore has performed as advance e-environment and infrastructure, Gateway to South East Asian markets and Proactive e-government and e-commerce related government initiatives²⁵. Singapore has developed e-government with five thrusts targets and six programs. The five thrusts targets are (1) providing more e-services, (2) building new capability and new capacity to sustain the operation of e-government, (3) being innovative and creative to prevent deploying outdated technology, (4) being sensitive and responsive to customers, and (5) demonstrating leadership and political willingness. The six programs are (1) Knowledge-based Workplace, (2) “Infocomm Education”, (3) “Electronic Services

²² *Loc. Cit.*, Hague and Harrop.

²³ Yannoukakoua, Aikaterini, Arakab, Iliana, *Access to Government Information: Right to Information and Open Government Data Synergy*. (<http://creativecommons.org/licenses/by-nc-nd/3.0/>), 2014.

²⁴ *Ibid.*

²⁵ Basu, Subhajit, *E-Government and Developing Countries: An Overview*. International Review of Law Computers & Technology, Volume 18, No. 1, Pages 109–132, March 2004, Carfax Publishing., 2004.

Delivery”, (4) “Technology Experimentation”, (5) “Adaptive and Robust Infocomm Infrastructure”, and (6) Operational Efficiency Improvement” programs. Singapore provides e-government in Singapore intends to deliver services to three main groups: (i) citizen (G2C), (ii) business (G2B) and (iii) employees (G2E)²⁶.

Base on the previous discussions, “trust” emerges as a results of e-government acceptance by citizens. The e-government has provided Singaporeans satisfactory then in turn its went back to give a well support to the government²⁷. These attempts carried on by the government for the economic and technological development of the nation made a profound impact on the citizens. Singapore has built their e-government with targeting satisfactory of citizens, then it went into future advanced. From the beginning the government of Singapore had two obvious goals (1) To maintain the high level of trust which the citizens have on the government - as a legacy; and (2) To develop high level of citizens’ trust on technologies enabling e-Government²⁸.

In Indonesia, for the first time e-government was introduced to public administration by Presidential Directive No. 6/2001 on Telematics, which states that the government of Indonesia has to use telematics technology to bolster good governance. For further uses e-government have been employed for various purposes in government offices. For Indonesia, e-government implementation is needed at least for the following reasons: 1) to support the government change towards a democratic governance practices; 2) to support the application of authority balances between central and local government; 3) to facilitate communication between central and local governments; 4) to gain openness; and 5) transformation towards information society era²⁹.

²⁶ Ha, Huong & Coghill, Ken, *E-Government in Singapore — A Swot and Pest Analysis*, http://www.dlsu.edu.ph/research/journals/apssr/pdf/200612/science_4.pdf, 2006.

²⁷ Srivastava, Shirish C. & Teo, Thompson H.S., *Citizen Trust Development for E-Government Adoption: Case of Singapore*, NUS Business School, National University of Singapore. http://www.academia.edu/2833505/Citizen_trust_development_for_e-government_adoption_Case_of_Singapore., 2016.

²⁸ *Ibid.*

²⁹ Haryono, Tisyo & Widiwardono, Kristianto, Y., *Current Status and Issues of E-Government in Indonesia*. http://www.asean.org/?static_post=current-status-and-issues-of-e-government-in-indonesia., 2012.

The government has to perform a clean and transparent face which is responsive from any kinds of changes effectively with applying e-government system. The e-government services will stimulate the using internet when the government disseminate information through website. E-government could also employed as a control measure. For example a Regent (Head of Regency Level) could see the tax this year and compared to data the year before and also citizens could do it for different purposes. The system also could maintain an integrative linkages from information center to district or vise versa and with other districts also with all departments³⁰.

The State Ministry of Communication and Information of Indonesia has some strategic plan to develop e-government as follows: 1) To develop a good service system with reasonable cost. The focus are to extend and improve the quality of information and communication network, to build the information portals and integrated public services, to build the electronic document management system, standardization and information security system; 2) To develop management system of central and local government. The focus is to improve the quality of services needed by the community, to manage the changes, to enforce the leadership and to improve the product of the regulation. 3) To optimize the use of information technology. The focus is on building the interoperability, standardization and procedure of electronic document management system, information security, basic application (e-billing, e-reporting) and to develop inter-government network. 4) To improve the participation of private sector and information technology industry. The focus is to use the expertise of the private sector, to encourage participation of private sector and small industries. 5) To develop manpower capacity in the central and local government. The objectives are to develop ICT culture in government institutions, to optimize the use of ICT training facilities, to extend the use of ICT for distant learning, and to put ICT as input for school curriculum and to improve the quality of teaching³¹.

Nevertheless Indonesia has a unique cases because of its large country with thousand islands and around 250 million populations and in condition of developing country. E-government implementation later constitute on The Act No. 11 2008 concerning Information and Electronic Transaction (called as The Act of ITE). The Act order to set up a set of e-government implementation through government. Base on the Act that government has obligatory to organize e-government and with the aim of: providing a reference

³⁰ *Ibid.*

³¹ *Ibid.*

implementation or guidelines in order to operate-national government; create synergy between local and central government agencies nationally in the implementation of e-government; optimize the implementation of e-government in national public service; and encouraging good governance and clean by utilizing Information Technology. E-government was held by the Central Government and the Regions in accordance with the duties and functions and should be coordinated with the leadership of the Minister and other related agencies. In the implementation of e-government, every local and central government agencies shall: establish the e-government whose master plan refers to the master plan of a national e-government established by the Minister; define goals in induce-government plans that are specific, measurable, and realistic in accordance with their duties and functions; and establish regulations necessary to support the implementation of e-government³².

In implementing process of e-government Indonesia has the set of articles regarding to the issue. More over forced by some sanctions that agency officials local and central government responsible for violations of the provisions of Article 3 (2), Article 5, paragraph (2), Article 7, Article 9, paragraph (1) and (4), Article 16 paragraph (1), Article 18 paragraph (1) and (2), Article 19 paragraph (2), Article 20 paragraph (3), and Article 21 paragraph (1) be sanctioned in accordance with the provisions of the legislation and Government Regulation No. 30 Year 1980 about Civil Servant Discipline Regulations. In addition to sanctions imposed to the official Central Government and Local violating the regulation, the administrative sanction was also imposed on the Central Government and Local violating the provisions referred to in paragraph (1) in the form of a written warning by the President or an official appointed by the President, If a written warning as referred to in paragraph (2) was not followed up by the Central Government and the Regions, the agency would impose a sanction such as reduction in state revenue and expenditure budget (APBN) in accordance with the legislation³³.

³² Undang-Undang Nomor 11 Tahun 2008 tentang Informasi dan Transaksi Elektronik (The Act of Informatics Transaction and Economy).

³³ Broto, Gatot Dewa S., *Konsultasi Publik Terhadap Rancangan Peraturan Pemerintah Tentang Penyelenggaraan Sistem Elektronik Di Instansi Pemerintah Pusat Dan Daerah (E-Government)*. Siaran Pers No. 127/PIH/KOMINFO/6/2009, file:///F:/%C2%A0/E%20Government/The%20obligatory%20and%20its%20sanktion%20to%20public%20servant%20on%20e%20gov%20implementing%20in%20indonesia.htm., 2009.

In order to implement e-government some articles mention that Central Government and Local Government might be imposed a sanctions as following: 1. Article 3 (2): In the implementation of e-government referred to in paragraph (1) of each Central and Local Government Agencies shall: establish e-government master plan that refers to the national e-government master plan stipulated by the Minister; define goals in e-government master plan that is specific, measurable, and realistic in accordance with their duties and functions; and establish regulations necessary to support the implementation of e-government. 2. Article 5 (2): Each local and central government agencies must allocate funds to support the operation of e-government. 3. Article 7: Every local and central government agencies shall provide the infrastructure required in the implementation of e-government in accordance with this government regulation and legislation related. 4. Article 9 paragraph (1): Every local and central government agencies shall provide the data center facility in accordance with their duties and functions. And Article 9 (4): the data center facilities as referred to in paragraph (1) and national data center facilities are integrated as referred to in paragraph (3) shall be in the jurisdiction of the Republic of Indonesia. 5. Article 16 (1): e-government applications along with the accessories referred to in Article 14 shall be submitted to the Minister to be stored in the repository. 6. Article 18 paragraph (1): Every local and central government agencies are required to provide data and information in the implementation of e-government for internal and external purposes in accordance with the legislation. And Article 18 paragraph (2): Each local and central government agencies shall maintain the security, confidentiality, recency, accuracy, and integrity of data and information. 7. Article 19 (2): Minister sets of data and minimal information that must be provided by the Central Government and Regional Government in the implementation of e-government. 8. Article 20 (3): Hosting referred to in paragraph (1) shall be placed under the jurisdiction of the Republic of Indonesia. 9. Article 21 paragraph (1): Every local and central government agencies are required to provide human resources in accordance with the standards of competence required³⁴.

The history of using ICT in Indonesia found since 1976 when launched Palapa A1 to a geostationary satellite. In use of ICT Indonesia is in not advance position it could be seen in 2000 Information Society Index was placed as 52 from 55 countries. In addition, The Division of Economy and Public Administration of the United Nations in its 2001 e-Government survey gave 1.34 points (minimal Category) for Indonesia, in the e-Government

³⁴ *Op. Cit.*, Undang-Undang ITE Tahun 2008.

¹⁵ readiness index, Indonesia's position continues to drop from 70 in 2003 to 97 in 2012. The country still struggling with some of the fundamental problems related to e-Government such as the lack of leadership, scattered perception at the national level about the grand design of e-government and fulfilling and upgrading human resource capability³⁵.

E-government instalment was done as one of the attempts of the bureaucratic reform acceleration program in Indonesia. E-government will improve efficiency and effectiveness of Government service through the online application of electronic systems in government institutions, improve the quality of public services³⁶.

The demand in e-government instalment in Indonesia for some reasons: to support the government's change to democratic governance; to support the application of authority balances between central and local government; to facilitate communication between central and local governments; to gain openness; and Transformation towards an information society era³⁷.

¹⁹ Latest existence of Indonesian e-government was has 564 domain name 564 domain name .go.id registered. 283 government websites available, 69 at central government and 214 at local government. 186 of 468 Local Governments had delivered their public services using website³⁸.

In practice the implementation of e-government in Indonesia has several issues especially the government considering the feasibility assessment and calculation level of

¹⁵ ³⁵ Chairunisa, Frida, et. al., *Contextual-Participative e-Government Implementation Model: A Case Study of the Office of Demographic and Citizen Data Records of Makassar*. Mediterranean Journal of Social Sciences, MCSER Publishing, Rome-Italy, Vol. 7 No. 1 S1, January 2016, pp. 345.

³⁶ Lubis, Firmansyah, *Optimalisasi E-Government di Indonesia*. Kementrian Komunikasi dan Informatika Republik Indonesia, 2013.

³⁷ Dahlan, Nariman, "Correspondence Analysis of Indonesian e-government Websites" Ritsumeikan Asia Pacific University, 2011.

³⁸ Harijadi, Djoko Agung, *Developing E-Government The Case of Indonesia*. APEC Telecommunications and Information Working Group 29th Meeting, Hongkong, 21-26 March 2004.

government investment return, that has still become an obstacle in establishing an electronic government. Other issues are: few of government officials who understand correctly what is e-government, few of government agencies that conduct cost benefit analysis when they wanted to build e-government, and has not developed a comprehensive method of measurement to determine the economic benefits of an e-government services. In fact, most of the existing implementation of electronic government Indonesia at this time was only focused on providing websites and information service³⁹.

Setiyadi concluded that the cause of less optimal of e -government implementation in Indonesia because of some barriers such as: weak of national leadership will to develop telematics policy strategy, there is no operational policy at every level of government and lack of adequate budget to be allocated in telematics sector⁴⁰.

In case of challenge, Furuholt & Wahid told to implement e-government in developing countries, there are some challenges that can be grouped into three categories, management, infrastructure and human factors. As a research case they have analysed a successful e-government initiative in the rural district of Sragen, Indonesia. It showed that strong political leadership is the main factor, its confirmed by statements we got from both politicians and administrative staff. Then important factor are involvement of all stakeholders from the beginning, exhaustive training and motivating of the human resources and partnership with external parties, and search feedback from users to evaluate and improvement of e-government system for provide more public satisfaction⁴¹.

In developing e-government in Indonesia is there are some constrains including financial, inability to solve financial constraint, inability to provide adequate of IT staff, low computer and internet penetration, insufficient telecom penetration, insufficient telecom connection, regulatory environment and organization culture. The government has to improve

³⁹ Satriya, Eddy, *Electronic Government*, Sub Direktorat Pengembangan dan Pemanfaatan Energi, Direktorat Energi, Telekomunikasi dan Informatika, BAPPENAS, 2012.

⁴⁰ Setiyadi, MWR., *Implikasi Multi-dimensional dari Kebijakan Telematika Indonesia* paper presented on Seminar Dies Natalis Fisipol Universitas Gajah Mada Ke-46, Jogjakarta, 19 september 2001.

⁴¹ Furuholt, Bjorn & Wahid, Fathul, *E-government Challenges and the Role of Political Leadership in Indonesia: the Case of Sragen*. Proceedings of the 41st Hawaii International Conference on System Sciences 2008. <https://www.computer.org/csdl/proceedings/hicss/2008/3075/00/30750411.pdf>, 2008.

the initiatives to promote e-government include e-local government in the area of awareness building, human capacity building, increase society e-government awareness building, human capacity building, increase society e-literacy, regulatory framework, telecommunication infrastructures regulatory and telecommunication infrastructure⁴².

In order to bolster e-government to provide citizens satisfactory, we can also learn from South Korea success story that maintaining e-government in an integrated information system. By utilization of e-Government, Korea has achieved remarkable improvements in several sectors. Through several services including, firstly, the "**Electronic Procurement Service**" (www.g2b.go.kr) all procurement procedures are handled online via a single window, thus improving efficiency and transparency of public procurement. Secondly, the "**Electronic Customs Clearance Service**" (portal.customs.go.kr) extends common use of information between entities to improve and streamline export-import logistics businesses and processes as well as implementing a user-friendly batch logistics processing service. Thirdly, the "**Comprehensive Tax Service**" (www.hometax.go.kr) enables taxpayers to handle tax affairs online at home or at work without visiting tax offices or banks. All tax activities including filing, billing and payment are processed online and information can be retrieved anytime by the taxpayer. Forthly, through the "**Internet Civil Service**" (www.egov.go.kr), people can use administrative services anytime, anywhere on the Internet. Fifthly, the "**Patent Service**" (www.kiporo.go.kr) allows patent applications and progress checks online. Sixthly, the "**E-People, Online Petition & Discussion Portal**" (www.epople.go.kr) facilitates people's participation in policy-making by processing complaints and suggestions via a single window. Citizens can provide their opinions on unfair administrative handling, infringements of their rights and interests, improvement of institutions, and various policies through an integrated online window. Seventhly, through the "**Single Window for Business Support Services**" (www.g4b.go.kr), a wide range of information and services to support companies' business activities such as civil service information, policy information, and additional services is provided via a single online window. Eighthly, the "**On-Nara Business Process System**" (BPS) is a new business management system that has increased the efficiency and transparency of administration by

⁴² Harijadi, Djoko Agung, *Developing E-Government The Case of Indonesia*. APEC Telecommunications and Information Working Group 29th Meeting, Hongkong, 21-26 March 2004.

handling, recording and managing in a standardized way all government business procedures online. Ninthly, utilizing the "Shared Use of Administrative Information" (www.share.go.kr), civil service officers can process requests by checking the administration networks without requiring the applicant to submit required documents. Tenthly, lastly, the "National Computing & Information Agency" (NCIA) operates and manages all information systems of the government by integrating them into two data centers and provides non-interruptible administrative services with the best information technology and expertise⁴³.

Personal Privileges Security

Respect to personal security in information provision must protect the personal privileges as human rights threatment. In principle, Organization of Economic Cooperation and Development (OECD) guide a specific protection for personal privacy including Personal information must be collected for a lawful purpose; Personal information must be collected directly from the individual concerned; The individual must be made aware of a number of matters (including that information is being collected, the purpose for which the information is being collected, the intended recipients of the information, and the name and address of the agency collecting the information); Personal information must not be collected in an unlawful or unfair manner; Personal information must be protected by adequate security systems; Individuals are entitled to have access to, and request correction of, personal information held about them; Personal information shall not be used unless it is accurate, up to date, complete, relevant and not misleading; Agencies must not hold personal information for longer than it is required; and Personal information must not be used for different purpose than first request purpose⁴⁴.

⁴³ Sung, Choi, Yoo, *Korea Sets Global Trend on e-Government Service*. http://www.koreatimes.co.kr/www/news/biz/2016/01/291_66931.html, 2010.

⁴⁴ Basu, Subhajit, *E-Government and Developing Countries: An Overview*. International Review of Law Computers & Technology, Carfax Publishing, Volume 18, No. 1, March 2004, pp. 109-132.

E-government will embrace of personal data records. Recording include text messages, phone calls and internet usess, these fields could be accessed by government in order to investigate and solve the security threats. As the example the European Union has Directive on Data Protection (1998), but the direction give authority to personal data assessment/access did not include misuse prevention⁴⁵.

To protect personal privileges Singapore has implementing two step access: One Time Password, SingPass and password. Infocomm Development Authority (IDA) said that of the end of 2016 60% of 3.3 millions SingPass (Singapore Personal Access) would required to access on the layer system its will make harder for fraudsters (Gemalto). In case of Indonesia has a set of personal information protection especially in the Act of 14 Year 2008 concerning Public Information Openness (KIP).

Indonesia also has a set of personal information protection as the Act covered it. Article 17. H. Information when opened and given to the applicant public information could reveal personal secrets, namely: 1. The history and condition of family members; 2. history, condition and treatment, medical treatment physical, and psychological person; 3. The financial condition, assets, income, and bank accounts someone; 4. The results of the evaluation with respect to capabilities, intellect, and on the ability of a person; and / or 5. The records concerning private person related to activities of the formal education and nonformal education units⁴⁶.

The Impacts of E-Government

Public authorities do not only have a duty to provide information, but in some demands also have right to acquire information from other authorities. This principle could applies such as to ombudsmen, state auditors as well as to ordinary exchange of information between public administration instances. Freedom of information forms part of human rights and freedoms, and is essential to access information from public authorities which is indispensable for exercising human rights and freedoms. This is particularly true to disadvantaged groups, and especially in countries where information is not flowing freely.

⁴⁵ *Op. Cit.*, Hague and Harrop., pp. 338.

⁴⁶ Undang-Undang No. 14 2008, tentang Keterbukaan Informasi Publik (Public Information Openness).

Freedom of information in ideal form includes the right to receive information held by public structures as the right to know, also easy accessibility to information⁴⁷.

The dilemma in act of openness is between the public interest on the one hand and loyalty towards a public employer on the other although the servants have to hold a clear rule as common guidance not due to interests. In democratic society which open space for control to government service as an effort to transparent and accountability which eventually drive to economic growth and create an efficient public sector⁴⁸.

We can see the advantages of Singapore e-Government led to government acceptance “trust” building for the country reflect on the “legacy” which Singapore had in terms of the two dimensions of trust, at the start of its e-Government action plan in 2000. Singapore government had taken a substantial number of planned initiatives for economic development and IT implementation before the launch of its e-Government programs. The directed efforts of the government in terms of economic development can be estimated from the fact that Singapore is currently ranked second most competitive economy in the world in “The World Competitiveness Yearbook 2004”, published by the International Institute for Management Development¹ (IMD) and seventh most competitive economy in the “Global Competitiveness Report” by World Economic Forum² (WEF)⁴⁹.

Generally, Singapore has successfully developed e-government in a strong foundation. Singapore has planted adequate resources and showed commitment to improve the provision of public services online. Set up adequate policies, clear objectives and strategic

⁴⁷ Boserup, Louise Krabbe, *An Introduction to Openness and Access to Information*. Danish Institute for Human Rights. <http://www.rwi.lu.se/NHRIDB/Europe/Denmark/AnIntroductiontoOpennessandAccessstoInformation.pdf>, 2005.

⁴⁸ *Ibid.*

⁴⁹ Srivastava, Shirish C. & Teo, Thompson H.S., *Citizen Trust Development for E-Government Adoption: Case of Singapore*, NUS Business School, National University of Singapore. http://www.academia.edu/2833505/Citizen_trust_development_for_e-government_adoption_Case_of_Singapore., 2016.

¹⁶ planning are factors contributing to e-Government success. Singapore has also prepared to deal with future threats in e-government conduct⁵⁰.

Indonesia is installing of e-government in medium level as developing country. Refer to Wahid the positive impacts of e-government in Indonesia including several fields. First, boosted a transparency with providing the programme and budgets of government which eventually eradicate corruption. Secondly, it drove civil society to involve into larger governmental issues which could take part in actions, give advices and control the implementation of programmes. Thirdly, we found that in general most efforts has put on promoting linkage between government and business mostly by providing tourism information, economic and business profile, and investment opportunities. However, only a limited procurement information and bid invitations is provided. As efforts in providing information to promote efficiency and effectiveness in the delivery of frontline services is less prioritized. Hitherto, only limited transactional services were provided on the internet, instead, some districts/cities setup service points in offices in sub-district level and even in village levels⁵¹.

Further research Sinombor & Taslim told that economic motivation is dominantly attracting for more investment. After implementing e-government is often seen as success indicator in Indonesia. For instance, in Sragen, a leading district in implementing e-government in Indonesia enjoyed an obvious economic impact on the number of investments in the district (Sinombor & Taslim, 2006). From 2002 to 2005 the value of investments increased by 61.3%, from IDR 592 billion (USD 65 million) to IDR 955 billion (USD 105 million). Selecting a project that generates an immediate impact, often-called quick-strike project, is of important strategy to gain support from various stakeholders⁵².

⁵⁰ Ha, Huong & Coghill, Ken, *E-Government in Singapore — A Swot and Pest Analysis*, http://www.dlsu.edu.ph/research/journals/apssr/pdf/200612/science_4.pdf, 2006.

⁵¹ Wahid, Fathul, *Evaluating Focus and Quality of Indonesian E-Government Website*. Seminar Nasional Aplikasi Teknologi Informasi 2008 (SNATI, 2008) ISBN: 979-756-061-6 Yogyakarta, 21 Juni 2008.

⁵² *Ibid.*

On the paradox, there are also some negative impacts of using e-government. Firstly, the failure of contents which is effect to failure of many activities publicly or privately. Secondly, when the provision and using of e-government not evenly thoroughly for all areas and only few of citizens, then the development only for them. Thirdly, when the users are come only from a special groups such as urban residents or well educate people, then the others would not enjoy the facility for their advances. Inequality would lead to imbalance and eventually would make further gap or constitute a *status quo*. Forthly, open information policy might be considered to render some information misuse. Fifthly, there also can open for a kind of cyber attacks which would make not only failure but also could harm the governmental system and societal harmony. This figures are mostly in occurred in developing countries and Indonesia fall under the figures, but in the case of Singapore the users are prevalent in all areas then they could access the system in equal way. It seem more near to the cyber attacks for Singapore albeit they certainly have security system as mention in discussion above.

Law Enforcement

The use of open government database might create a chances to information misuse both governmental data and private data. Then its request a law enforcement to protect of misleading of data uses including personal data that remaind as a human privilege. E-government also has to include law enforcement as a set of information services.

Singapore has set up of legal trust building initiatives provided by government. A legal set was including Electronic Transactions Act (ETA) issued in 1998 to provide a legal foundation for electronic signatures and to give predictability and certainty to electronic Contracts, Public Key Infrastructure (PKI) and Licensing of Certification Authority (CA) PKI a widely recognized secure platform for e-commerce transactions has been adopted by Singapore Government. There is special emphasis on 'personal data protection', trust development by the use of 'trust marks' (TrustSg) and regulation of online content, Intellectual Property Rights (IPR) The copyright act which has been amended in 1999 to improve enforcement measures for copyright owners in the digital environment to facilitate use of Internet for business and Computer Misuse Act assigned in 1998. It also addresses new and potential computer abuses like denial or interruption of computer services and unauthorized disclosure of access codes, Domain Names Under the IDA act whereas IDA has the power to authorize or regulate the registration, administration and management of domain

names in Singapore, Singapore Network Information Centre (SGNIC) was set up in 1995 to administer the “.sg” domain and *Source: InfoComm Development Authority (IDA) Website (Information Economy)*⁵³.

In protection domain Indonesia also is not under developing that has applied the article of information protection covered by The Act of information Openness (KIP) in 2008. The article 17 ordered that each public agency shall provide access to the set an Applicant Public Information to get public Information with the exception including: **a.** Public Information when opened and provided to Public Information Applicant may inhibit the process law enforcement, information that can: 1. impede the process of investigation and the investigation of a criminal act; 2. identity reveal the informant, the complainant, witnesses, and / or victims who know their acts of criminal; 3. reveal criminal intelligence data and data relating to the prevention and handling all forms of transnasional crime; 4. jeopardize the safety and life of enforcement legal and / or their families; and / or 5. endanger the safety of equipment, facilities, and / or law enforcement infrastructure. **b.** Public Information when opened and provided to Public Information Applicant may interfere to harm of intellectual property rights and protection of unhealthy competition; **c.** information when opened and given to the applicant Public information may endanger the defense and state security, namely: 1. Information strategy, intelligence, operations, tactics and techniques related to the implementation of the system defense and security of the state, covering stage planning, execution and termination or evaluation in relations to threats from inside and outside country; 2. documents containing about strategy, intelligence, operations, engineering and tactic related implementation of defense and security systems country covering the planning, implementation and termination or evaluation; 3. The amount, composition, disposition, or dislocation of strength and the capacity to administer defense system and security or development plans; 4. images and data on the situation and the state of bases and / or military installations; 5. The estimates of military capabilities and defense of other countries limited to all act and / or an indication of the country that can harm the sovereignty of the Republic Indonesia and / or data related to military cooperation with other countries was agreed as confidential or very secret; 6. The coding system of the country; and / or 7. The state intelligence system. **d.** Public Information when opened and provided to Public Information Applicant may disclose wealth Indonesia's nature; **e.** Public Information when opened and provided to Applicant Public Information, can be detrimental to endurance

⁵³ *Loc. Cit.*, Srivasta.

national economy: 1. The initial plan the purchase and sale of currency national or foreign, shares and vital assets belonging to the state; 2. The initial plan changes in exchange rates, interest rates, the model of financial operations; 3. The initial plan changes in interest rates, government loan, changes in tax rates, or income country / other regions; 4. The initial plan the sale or purchase of land or property; 5. The original plan of foreign investment; 6. The process and the results of banking supervision, insurance, or other financial institutions; and / or 7. The matters relating to the printing of money. **f.** Public Information when opened and provided to Applicant Public Information, could harm the foreign relations interests: 1. position, bargaining power and strategy will and has taken by the state in conjunction with international negotiations; 2. diplomatic correspondence between countries; 3. communication and coding system used in conducting international relations; and / or 4. Protection and strategic security infrastructure Indonesia abroad. **g.** information that when opened can reveal the contents of deed authentic of a personal nature and the will last or one's will; **h.** information when opened and given to the Applicant Public Information could reveal personal secrets, namely: 1. The history and condition of family members; 2. history, condition and treatment, medical treatment physical, and psychological person; 3. The financial condition, assets, income, and someone bank accounts; 4. The results of the evaluation with respect to capabilities, intellect, and on the ability of a person; and / or 5. The records concerning private person related to activities of the formal education and non-formal education units. **i.** memorandum or letters between public bodies or intra Public Agency, which is by nature confidential unless against the decision of the Information Commission or the courts; **j.** information may be disclosed by Constitution⁵⁴.

More over Indonesia employed sanctions articles betwixt Article 51 that any person who deliberately uses Public Information in contravention of law shall be punished with imprisonment of 1 (One) year and / or a maximum fine of Rp5,000,000.00 (five million rupiahs). Article 52 Public bodies that intentionally did not provide and / or did not published in the form of Public Information, Public Information Regularly, obligatory Public Information Announced Immediately, obligatory Public Information Available each set time, and / or Public Information should be given on the basis of request in accordance with this

⁵⁴ *Op. Cit.*, Undang-Undang No. 14 2008 (Article 17).

Act, and resulted in loss for the other person subject to imprisonment for a maximum 1 (One) year and / or a maximum fine of Rp5,000,000.00 (five million rupiahs)⁵⁵.

CONCLUSIONS

Success story of Singapore in e-government developed is basically base on several conditions. Firstly, wide spread of internet using. Secondly, populations have been dealing to internet as their daily needs. Thirdly, the involvement of all kinds of public groups involved educational institutions, businesses and citizens. Forthly, the strong leadership to enforce e-government system for government to government, to citizens and to businesses. Other hand Indonesia has a large number of populations with very large territory separated in thousand island is need to the use of internet and e-government system, but in other hand that the origin condition also remind as a problem in implementing e-government. Nevertheless Indonesia has a set of law to implement and enforce the implementation of e-government whereas including sanctions but there is some obstacles including the variety of literacy level, internet user level, budgets, human resources and the most important is the will of leaders.

Singapore has provided a satisfaction for citizen to information access for education, business, and other life need. Indonesia is still providing the system, human resources and budgets. Thus, Indonesia has to gain the supports from interests sectors including government, educational institutions, businesses, civil societies and citizens. In fact that information needs is in variety level for Indonesian citizens. Mostly the highest information need is came from educational sectors, activists and businesses.

Indonesia must learn from any previous success e-government system such as Singapore which gave satisfactory for citizens whereas eventually give more trust to the government and advanced for whole the country. More over Indonesia can cooperate with Singapore as ASEAN member country and also as neighbour or can wider cooperate with South Korea to develop e-government for advanced citizens services. The case also as the example for other countries moreover for developing countries to set up e-government system and to give public satisfaction finally.

⁵⁵ Undang-Undang No. 14 2008 (Article 15).

REFERENCES

1. Alexander, B.. *Freedom of Information*. <http://www.unesco.org/new/en/communication-and-information/freedom-of-expression/freedom-of-information/>.
2. Article 19. (2011). *Asia Pacific: Free expression and Law in 2011*. <https://www.article19.org/resources.php/resource/3026/en/asia-pacific:-free-expression-and-law-in-2011>.
3. Basu, Subhajit, *E-Government and Developing Countries: An Overview*. International Review of Law Computers & Technology, Carfax Publishing, Volume 18, No. 1, March 2004, pp. 109-132.
4. Boserup, Louise Krabbe. (2005). *An Introduction to Openness and Access to Information*. Danish Institute for Human Rights. <http://www.rwi.lu.se/NHRIDB/Europe/Denmark/AnIntroductiontoOpennessandAccessstoInformation.pdf>.
5. Broto, Gatot Dewa S.. (2009). *Konsultasi Publik Terhadap Rancangan Peraturan Pemerintah Tentang Penyelenggaraan Sistem Elektronik Di Instansi Pemerintah Pusat Dan Daerah (E-Government)*. Siaran Pers No. 127/PIH/KOMINFO/6/2009, <file:///F:/%C2%A0/E%20Government/The%20obligatory%20and%20its%20sanktion%20to%20public%20servant%20on%20e%20gov%20implementing%20in%20indonesia.htm>.
6. Chairunisa, Frida, et. al.. (2016), *Contextual-Participative e-Government Implementation Model: A Case Study of the Office of Demographic and Citizen Data Records of Makassar*. Mediterranean Journal of Social Sciences, MCSER Publishing, Rome-Italy, Vol. 7 No. 1 S1, January 2016, p. 345.
7. Dahlan, Nariman. (2011). "Correspondence Analysis of Indonesian e-government Websites" Ritsumeikan Asia Pacific University.
8. Furuholt, Bjorn & Wahid, Fathul. (2008). *E-government Challenges and the Role of Political Leadership in Indonesia: the Case of Sragen*. Proceedings of the 41st Hawaii

- International Conference on System Sciences 2008.
<https://www.computer.org/csdl/proceedings/hicss/2008/3075/00/30750411.pdf>.
9. Ha, Huong & Coghill, Ken. (2006). *E-Government in Singapore — A Swot and Pest Analysis*, http://www.dlsu.edu.ph/research/journals/apssr/pdf/200612/science_4.pdf.
 10. Hague, R. & Harrop, M.. (2013). *Comparative Government and Politics An Introduction*, New York: Palgrave Macmillan.
 11. Halachmi, Arie. (2004). *E-Government Theory and Practice: The Evidence from Tennessee (USA)*. Zhongshan University (China) and National Center for Public Productivity of Rutgers University (U.S.A.), <http://unpan1.un.org/intradoc/groups/public/documents/un/unpan019248.pdf>.
 12. Harijadi, Djoko Agung. (2004). *Developing E-Government The Case of Indonesia*. APEC Telecommunications and Information Working Group 29th Meeting 21-26 March 2004, Hong Kong.
 13. Haryono, Tisyo & Widiwardono, Kristianto, Y.. (2012). *Current Status and Issues of E-Government in Indonesia*. http://www.asean.org/?static_post=current-status-and-issues-of-e-government-in-indonesia.
 14. Hill, Clauspeter. (2011). *Access to Information Laws in Asia, Germany and Australia*. Singapore: Konrad-Adenauer-Stiftung, www.hotfusion.com.sg.
 15. Islam, Muhammad Muinul, & Ahmed, Abu Momtaz Saaduddin. (2007). Understanding E-Governance: A Theoretical Approach, *Asian Affairs*, Vol. 29, No. 4: 29-46, October-December, 2007, http://www.cdrb.org/journal/current/4/mainul_2.pdf.
 16. Lubis, Firmansyah. (2013). *Optimalisasi E-Government di Indonesia*. Kementrian Komunikasi dan Informatika Republik Indonesia.
 17. Mendel, Toby. (2015). *Freedom of Information as an Internationally Protected Human Right*. <https://www.article19.org/data/files/pdfs/publications/foi-as-an-international-right.pdf>.

18. Mya, Sayar. (2015). *ICT in brief and pragmatic application of E-Governance in Singapore*. <http://globalnewlightofmyanmar.com/ict-in-brief-and-pragmatic-application-of-e-governnnance-in-singapore/>.
19. Pankowska, Malgorzata. (2008). *National Frameworks' Survey on Standardization of e-Government Documents and Processes for Interoperability*. Journal of Theoretical and Applied Electronic Commerce Research, ISSN 0718-1876 Electronic Versión Vol. 3 / Issue 3 / December 2008 / 64-82. http://www.scielo.cl/scielo.php?pid=S0718-18762008000200006&script=sci_arttext.
20. Satriya, Eddy. (2012). *Electronic Government*, Sub Direktorat Pengembangan dan Pemanfaatan Energi, Direktorat Energi, Telekomunikasi dan Informatika, BAPPENAS.
21. Setiyadi, MWR. (2001). *Implikasi Multi-dimensional dari Kebijakan Telematika Indonesia* paper presented on Seminar Dies Natalis Fisipol Universitas Gajah Mada Ke-46, 19 september 2001, Jogjakarta.
22. Sharma, Gajendra et. al. (2014), *Public Participation and Ethical Issues on E-governance: A Study Perspective in Nepal*, , School of Public Administration and Law and Dalian University of Technology, China, file:///C:/Users/57/Downloads/ejeg-volume12-issue1-article312.pdf., www.ejeg.com.
23. Srivastava, Shirish C. & Teo, Thompson H.S.. (2016). *Citizen Trust Development for E-Government Adoption: Case of Singapore*, NUS Business School, National University of Singapore. http://www.academia.edu/2833505/Citizen_trust_development_for_e-government_adoption_Case_of_Singapore.
24. Sung, Choi, Yoo (2010). *Korea Sets Global Trend on e-Government Service*. http://www.koreatimes.co.kr/www/news/biz/2016/01/291_66931.html.
25. Tessensohn, John (1999). *Tell Him the Truth, Even if it Offends Him*. http://www.humanrightsinitiative.org/programs/ai/rti/international/laws_papers/singapore/john%20tessensohn.pdf.

26. United Nations. (2016). *The Universal Declaration of Human Rights*.
<http://www.un.org/en/universal-declaration-human-rights/>.
27. Undang-Undang Nomor 11 Tahun 2008 tentang Informasi dan Transaksi Elektronik (The Act of Informatics Transaction and Economy).
28. Undang-Undang Nomor 14 Tahun 2008 tentang Keterbukaan Informasi Publik (The Act of Public Information Openness).
29. United Nations Development Programme. *Access to Information and E-Governance*.
http://www.undp.org/content/undp/en/home/ourwork/democraticgovernance/focus_areas/focus_access_information.html.
30. Wahid, Fathul. (2008). *Evaluating Focus and Quality of Indonesian E-Government Website*. Seminar Nasional Aplikasi Teknologi Informasi 2008 (SNATI, 2008) ISBN: 979-756-061-6 Yogyakarta, 21 Juni 2008.
31. Wikipedia. (2016). *Human Rights in Singapore*.
https://en.wikipedia.org/wiki/Human_rights_in_Singapore.
32. Wikipedia. (2016). *E-government*. <https://en.wikipedia.org/wiki/E-government>.
33. World Bank. (2016). *E-Government*,
(<http://web.worldbank.org/wbsite/external/topics/extinformationandcommunicationandtechnologies/extegovernment/0,contentmdk:20507153~menuupk:702592~pagepk:148956~pipk216618~thesitepk:702586,00.html>, 2016).
34. Yannoukakoua, Aikaterini, Arakab, Iliana. (2014). *Access to Government Information: Right to Information and Open Government Data Synergy*.
(<http://creativecommons.org/licenses/by-nc-nd/3.0/>).

Comparative Study of Information and Communication Technology (ICT) Application in Government Service between Singapore and Indonesia

ORIGINALITY REPORT

28%

SIMILARITY INDEX

29%

INTERNET SOURCES

12%

PUBLICATIONS

12%

STUDENT PAPERS

PRIMARY SOURCES

1

www.koreatimes.co.kr

Internet Source

3%

2

aisel.aisnet.org

Internet Source

2%

3

www.ijcte.org

Internet Source

2%

4

en.wikisource.org

Internet Source

2%

5

media.neliti.com

Internet Source

2%

6

www.tandfonline.com

Internet Source

2%

7

id.123dok.com

Internet Source

1%

8

www.article19.org

Internet Source

1%

9	www.humanrightsinitiative.org Internet Source	1%
10	ethesys.lib.fcu.edu.tw Internet Source	1%
11	www.cdrib.org Internet Source	1%
12	Submitted to Yonsei University Student Paper	1%
13	www.undp.org Internet Source	1%
14	www.jtaer.com Internet Source	1%
15	www.mcser.org Internet Source	1%
16	www.dlsu.edu.ph Internet Source	1%
17	www.ejeg.com Internet Source	1%
18	www.computer.org Internet Source	1%
19	docplayer.net Internet Source	1%
20	www.scribd.com Internet Source	

1%

21

Aikaterini Yannoukakou, Iliana Araka. "Access to Government Information: Right to Information and Open Government Data Synergy", Procedia - Social and Behavioral Sciences, 2014

Publication

1%

Exclude quotes On

Exclude matches < 1%

Exclude bibliography On

Comparative Study of Information and Communication Technology (ICT) Application in Government Service between Singapore and Indonesia

GRADEMARK REPORT

FINAL GRADE

/0

GENERAL COMMENTS

Instructor

PAGE 1

PAGE 2

PAGE 3

PAGE 4

PAGE 5

PAGE 6

PAGE 7

PAGE 8

PAGE 9

PAGE 10

PAGE 11

PAGE 12

PAGE 13

PAGE 14

PAGE 15

PAGE 16

PAGE 17

PAGE 18

PAGE 19

PAGE 20

PAGE 21

PAGE 22

PAGE 23

PAGE 24

PAGE 25

PAGE 26

PAGE 27

PAGE 28

PAGE 29

PAGE 30

PAGE 31